

004000 90000000

Name for Reservation: <input type="text" value="Sharkey, James"/>		Caller, MIN: <input type="text" value="619 804 1586"/>	Carrier ID: <input type="text" value="PB"/>
First Choice Restaurant Name	Phone	Address	City State
<input type="text" value="Beach House Restaurant The"/>	<input type="text" value="760 753 13"/>	<input type="text" value="2530 S Coast Highway 101"/>	<input type="text" value="Cardiff By The Sea CA"/>
Second Choice Restaurant Name	Phone	Address	City State
<input type="text" value="Vigliucci's"/>	<input type="text" value="760 634 23"/>	<input type="text" value="1933 San Elijo Av"/>	<input type="text" value="Cardiff By The Sea CA"/>
Date of Reservation: <input type="text" value="Thursday March 4, 1999"/>		Number in party: <input type="text" value="2"/>	
Preferred Time: <input type="text" value="8pm"/>		If unavailable then from: <input type="text" value="7:30pm"/> to: <input type="text" value="9:30pm"/>	
Contact Name: <input type="text" value="Sharkey, James"/>	Method: <input checked="" type="checkbox"/> Phone	Number: <input type="text" value="619 653 9642"/>	
Contact Name: <input type="text" value="Walker, Jenny"/>	Method: <input checked="" type="checkbox"/> Phone	Number: <input type="text" value="619 896 3276"/>	

FIG. 2

☐ Dialer
 ☐ Last Dialer
 ☐ Status
 ☐ Restrictions

## TeleConcierge Search Form For San Diego

ID	Next Action Date/Time	Reservation Date/Time	Name	Restaurant	Status
41	03/06/1999 03:00 AM	03/06/1999 12:00 PM	Yren	Beach House Restaurant The	Requires Fulfillment

☐ Create a new ticket

If the list above does not contain the reservation request that you are looking for, you can enter additional search parameters and hit the 'Search' button to search all the reservation requests again.

Restaurant:

Reservation name:

Street:  City:

FIG. 3

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
	Viewed	Successful	
	Viewed		
	Called Restaurant		
	Called Restaurant		
	Customer Contact		
	Customer Contact		

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Current Ticket Status: **New**

Next Action Date: **AUTO**

Next Action Time: **AUTO**

**Record Event**

**Go back to the Search Screen**

FIG. 4

Created	Last Dated	Status	Restrictions
Timestamp:	Last Action:	Result:	Notes:
03/06/1999 02:21 PM	Created	NA	
03/06/1999 03:17 PM	Called Restaurant 1	Busy	
<input type="button" value="Viewed"/>	<input type="button" value="Successful"/>	<input type="button" value="KE"/>	
<p>The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.</p>			<p>Current Ticket Status: Requires Fulfillment</p> <p>Next Action Date: AUTO</p> <p>Next Action Time: AUTO</p> <p><input type="button" value="Record Event"/></p> <p><input type="button" value="Go back to the Search Screen"/></p>

FIG. 5

Timestamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
03/06/1999 04:20 PM	Called Restaurant	Successful	Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
	Viewed	Successful	

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

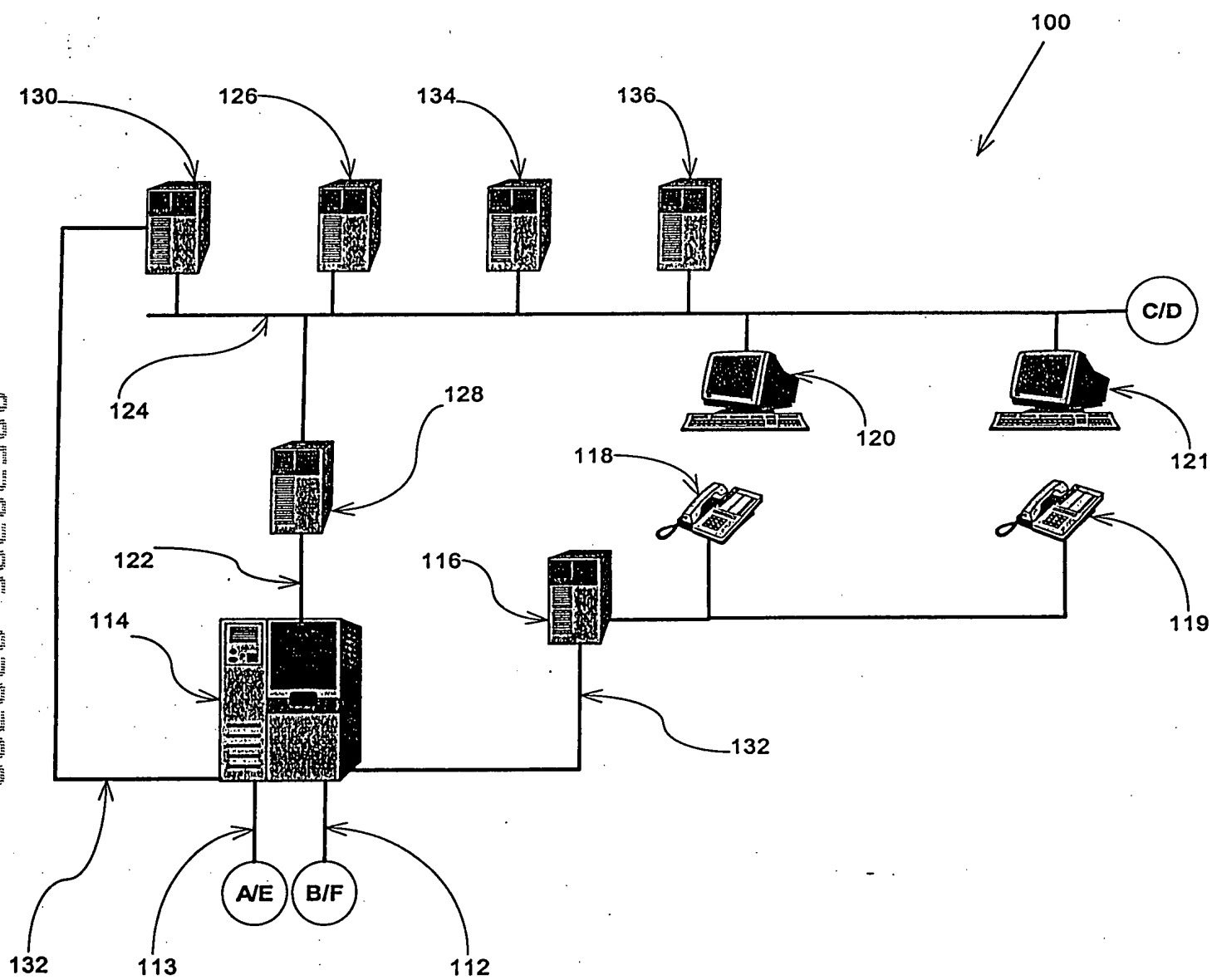
Current Ticket Status  
Requires Customer Notification

Next Action Date  
AUTO

Next Action Time  
AUTO

Street: \_\_\_\_\_ City: \_\_\_\_\_

FIG. 6



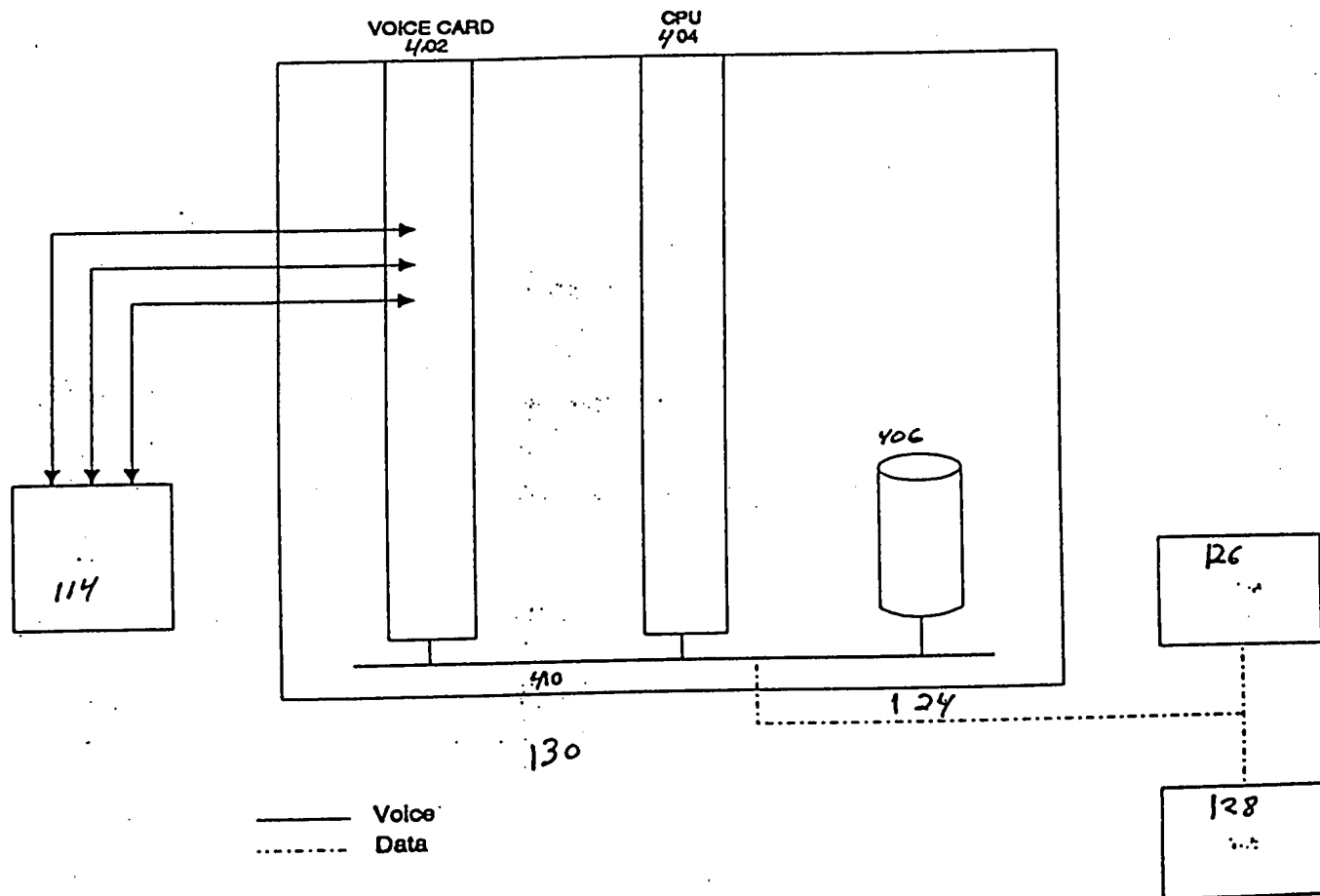


FIG. 8



FIG. 9



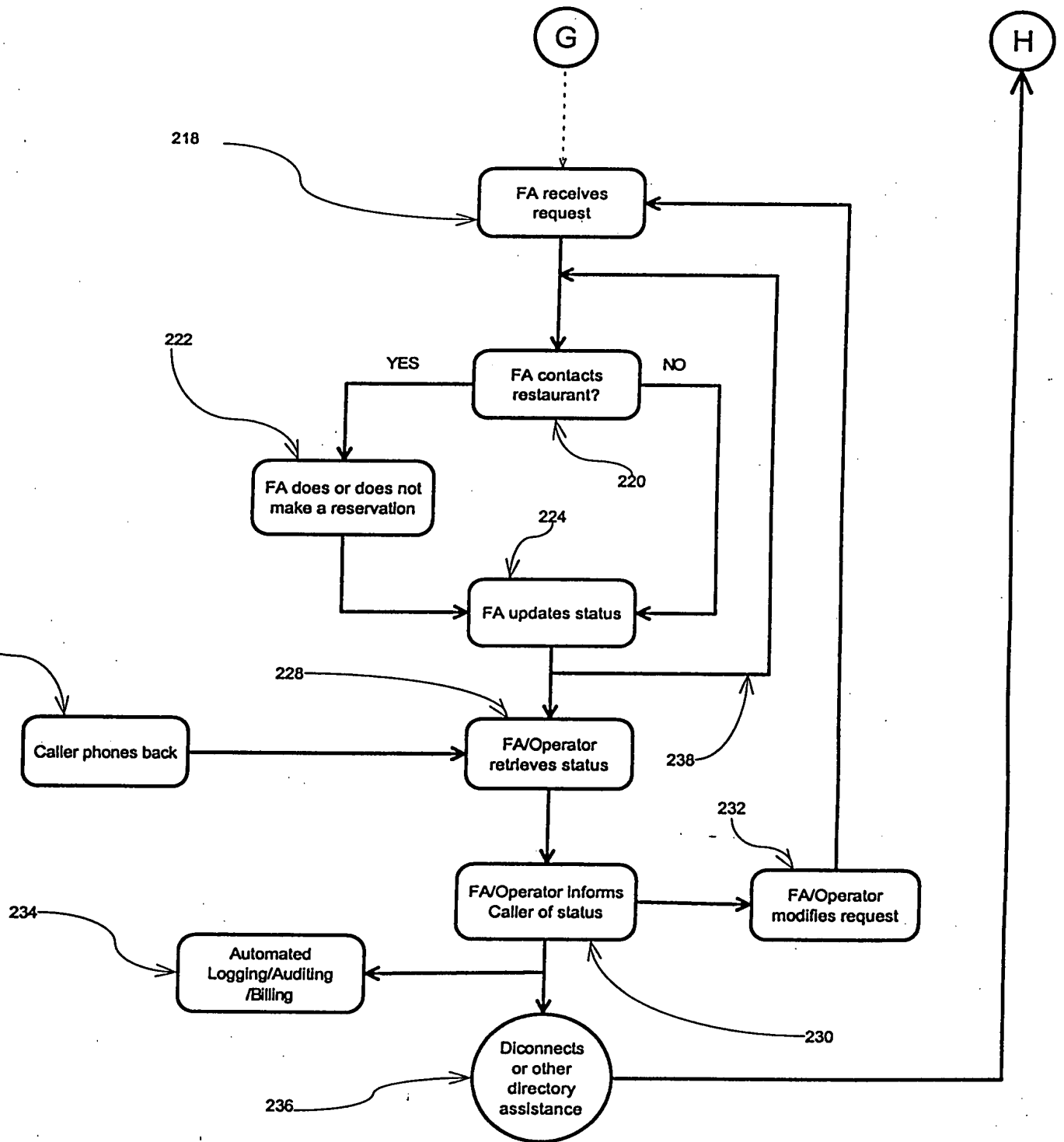


FIG. 11